

INDE:II Service Manual



PROPLAS

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TECHNICAL AFTER SALES AND SUPPORT

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Revision 1

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TECHNICAL DATA: -

TECHNICAL DATA				
Manufacturer	Proplas Design And Build LTD			
Machine Name	IND:E II			
Machine Type	Multi Game SWP – Single Game			
Cabinet Style	IND:E II			
	Price of Play & Jackpot Value	Hopper Level	With Note Changer	
	Various	£70	£125	
Operating %	Various			
CABINET	Height	Depth	Width	Weight
	1475 mm	625 mm	695 mm	125Kg
Cab Colour	Black And Silver			
Coin Mech Type	Money Controls SR5I			
Note validator Type	Innovative Technology NV10			
I/O Controller	Money Controls Paylink			
Technology	PC Windows XP INBEDDED			

THIS MACHINE IS HEAVY
TAKE CARE WHEN MOVING THIS MACHINE TO PREVENT
PERSONAL INJURY.

Product Safety

This product uses a range of components that are supplied by a range of manufacturers. Manufacturer's data sheets can be supplied upon request.

All the items contained within the machine are used within their specification limits and in accordance with sound engineering practice.

Electrical Safety General

All machines are tested for electrical safety prior to being dispatched. The tests are for Earth Bond and Insulation. It is recommended that these tests be repeated annually or whenever safety critical parts and connections are replaced.

Earth/Insulation specifications for INDE:II machines are:-

Insulation > 2 Megohms @ 500V dc.

Earth Bond < 0.25 ohms @ 25 amps.

Chemical Safety

Attention is drawn to the possible effect of accidental damage to components where they contain chemicals which may be hazardous. Components which fall into this category are:-

- Electrolytic Capacitors
- Nickel Metal Hydride
- Semi-Conductors containing Beryllium Oxide and
- Gallium Arsenide
- Opto-Electronic devices using Gallium Phosphide

As the chemicals are corrosive or flammable, particular care must be exercised in case of spillage. Any part of the body which accidentally comes into contact with these chemicals must be thoroughly washed in cold running water. Especially if the eyes are affected. Medical advice should be sought

Fire Safety

Outer casings of the majority of the components used are made of heat resistant material. Excessive electrical overload conditions may generate sufficient heat to ignite chemical substances within the components themselves or adjacent components, harnesses etc...

NOTE: It is imperative that only identical value components are used as replacements for the original equipment supplied and that correct polarity of assembly is observed when applicable.

Materials which fall into the Fire Hazard category are:-

Chipboard - releases Formaldehyde vapor when ignited, causes discomfort to the eyes and mucous membranes.

Plastic Laminates - plastic and rubber mouldings, wire insulation etc., release noxious fumes which if inhaled may cause irritation depending on the sensitivity of the individual.

Glass - Extreme heat will cause the glass to crack thereby causing Injury.

Electrolytic Capacitors and Batteries may explode if subjected to fire.

Disposal of Hazardous Components

As a general rule, electronic components should not be incinerated due to the possible danger of noxious fumes being released, or components exploding due to a build up of internal pressures created by expanding gases.

INSTALLATION

- This machine has been designed for **indoor use only**.
- Do not fit wheels or castors to this machine.
- Locate the machine away from any direct heat source on a flat suitable surface.

Supply Requirements

 WARNING!	This machine must not be operated without an adequate earth connection. <i>If in doubt, please consult a suitably qualified person.</i>
Voltage	230 Volts 50Hz
Power Cord	To BS 1363/A Fused 13A 250V to BS1362

SET UP PROCEDURE: -

- Before connecting the machine to the mains supply: -
- Inspect the machine for any transit damage.

Open both doors and ensure that all connectors, plugs etc are correctly mated.

- Inspect the power cord for damage to the insulation, cracked or defective plugs, secure terminations and ensure that the correct fuses are fitted, F13A 250V in the plug and F5A 250V in the machine – Repair or re-place where necessary.
- Connect the power cord to the machine and mains outlet and switch 'on'.

IND:E II will now take a few seconds to boot up and load the game content.

The machine will alarm if a Meter, Hopper, Coin Mech, Smart Card/Reader or Aardvark Card is not fitted or faulty.

The machine will also alarm upon power up if the number of games on the smartcard is less than 1000. This will cease after 5 seconds.

This alarm will also appear when the machine is set to refill mode, and can be bypassed by touching the screen. Operators should ensure they have sufficient smartcards in stock when their machines begin to sound this alarm.

Set Up Procedure – On Screen

Calibration Screen



After a few seconds the terminal will boot up and load the game content.

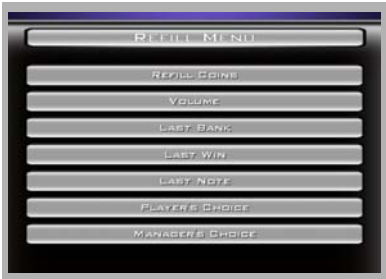
But the touchscreen will not work until it has been calibrated. To do this you need to press and hold down the red test button which is located behind the monitor door, Hold this down until the above screen appears and follow on screen instructions.

Attract Screen



With Both Doors Closed, the machine will enter zero credit modes.

Refill Main Screen - Doors Closed



To enter refill mode, turn the refill key located on the left hand side of the central panel. Screen 2 (Refill mode) will then appear. By accessing the options in refill mode, the following screen(s) may be accessed:

Refill Coins



At the bottom of the refill screen, the data stamp of the last update will appear i.e. Mon Nov 21 11:33:46 2008. Insert £1 coins via the coin acceptor and coins will be directed to the hopper. Coins will be rejected once the hopper is floated correctly (£70 or £125 if note acceptor fitted). This screen also displays how many Game Credits are left on the Smart Card. Press 'Exit' to return to the refill menu, or turn the key to return to the game menu screen.

Volume



Volume is set at a default of 20%. This may be altered by pressing 'up' or 'down' which will increment the volume in 5% steps. Pressing reset will cause the volume to revert to its original setting before the routine was accessed.

Operators may alternatively choose to set the volume level by adjusting the amplifier volume directly, on the knob located on the amplifier behind the monitor door to the left hand side from the red test button.

Last Bank



The Last Bank will display the amount which was contained in credit the last time payout was detected. It is cleared the next time a credit is used

Last Win



The Last Win Screen will display the last win from the previous game.

Last Note



Last Note will display the value of the last note which was inserted. If the note acceptor is functioning incorrectly, or no note acceptor is fitted, then the screen will say 'No Notes Inserted – Note Acceptor Not Detected'.

Players Choice



1 Game Menu for player's most popular game can be modified by changing game from this screen. When player's choice has no game selected it will automatically choose the hero game from the main menu.

Managers Choice



This screen can enable the manager to change any 3 games off the back menu.

Extended Refill Routines

Open the bottom front door and the message 'Bottom Door Is Open' will appear at the bottom right of the menu screen. To access the extended refill routines, the bottom door must be opened and the refill key turned. The following screen will then be displayed:

Extended Refill Menu



By accessing extended refill mode, the following screens may be accessed:

Hopper Level



The screen will display the amount which is contained in the hopper, and also the target amount. Pressing 'Top Up' will make the hopper value either £70 or £125 if a note acceptor is fitted.

Collection Procedure

- Open the bottom front door of the machine and turn the refill key to access the extended refill routines.
- Select 'Hopper Level' from the menu
- The balance of the hopper will be shown on screen. Press 'Dump' to
- Empty the hopper contents into the pay tray.
- To re-float the hopper with the amount dumped, open the top door and drop the coins into the hopper through the chute provided, then select 'Exit' from
- The hopper level menu. Close the front door and remove the refill key.
- To re-float the hopper with the full amount, ensure that the full amount of coins is placed in the hopper through the chute provided and press 'Top-Up' in the 'Hopper Level' menu. The hopper level should now register the maximum hopper float. Select 'Exit' from the 'Hopper Level' menu, and then close the front door and remove the refill key.

Error Log



This contains a list of all recorded errors, coded according to BACTA standards.

Meters



This screen will display the electronic meter serial number, and will detail the electronic meters on screen. Values displayed are read from the meter in 10p units. Operators may alternatively get the meter readings off the electronic meter located inside the bottom front door, by the bottom front door switch. The electronic meter display values in 10p units. This screen also displays how many Game Credits are left on the Smart Card.

Game Accounting



This screen indicates the total money acquired for each game; you can select Long Term and Short Term Intake. VTP – Value Total Play for each game, and you also have Winnings for each game.

Extra Refill Menu



All doors open Refill Menu – same as last menu without game accounting but include Hopper Top Up and Dump Hoppers. By accessing Extra Refill Menu, the following screens may be accessed:

Hopper Top Up



Once this has been selected the hopper level will be set to maximum, then you will need to manually insert required coins directly into the hopper, which is located behind the monitor. I.e. Topper States

the coin level is at £75, press hopper top up then insert £50 into hopper. The correct hopper level of £125 will be reached.

DUMP Hopper



Once Dump Hopper has been selected, you can then on this screen choose to dump the contents of the hopper, which can be used for collections and also to ensure meters are correct and total count of coins in hopper are correct.

Test Routines Menu

To access the test routines open the bottom door and press the test switch a red button located behind the monitor door. This machine will automatically exit from the test routines once the bottom front door is closed.

Test Routines



By accessing Test Routines, the following Menu screens may be accessed:

Coin and Notes Menu



Coins and Notes Menu

Coin In



This screen allows you to insert coins, to check if the coin acceptor is working correctly by recognizing the correct value of coins. You can also press inhibit to check the inhibiting of coins.

Coin Out



To test the hopper will pay out correctly by pressing the 1 coin or 20 coin option.

Notes In



This screen allows you to check the note acceptor is working by recognizing the correct value of a note. You can also inhibit certain type of notes like a £20 note not to be accepted by the terminal

Inhibits



This screen allows you to set which coins or notes to be inhibited from use on the terminal.

BNV Key



Allows you to input a note acceptor code, to allow use of note acceptor.

Disable Note Acceptor



Select to enable or disable note acceptor.

Inputs Menu



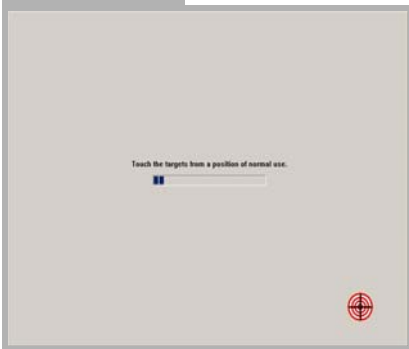
By accessing Inputs Menu, the following screens may be accessed:

Test Inputs



Test Inputs – Switch Test, to test door switch's & refill keys.

Touchscreen



This is the same screen you used to set up the touchscreen calibration at the beginning of this document. This is here in this menu also to re-calibrate the touchscreen if you encounter problems.

Display



By accessing Display Menu, the following screens may be accessed:

Image



This is the image test screen to show screen colours are working correctly.

Video



To show attracts are working correctly.

Meters



To check if meters are working, if working correctly will state OK

Comms



Comms will state failed if not connected to a server.

Audio Menu



By accessing the options in Test Routines, the following screens may be accessed:

Audio



Test Audio – tests all speakers are working correctly, you can test left/right and both.

Volume



INDE:II machines are set to a default of 50% volume setting. This may be adjusted on this screen to suit locations. Alternatively, the volume setting in the refill routines may be used, or the manual volume control on the amplifier behind the monitor door to the left. Reset select sets sound to zero.

Keys



This screen shows what the terminal Max Stake, the Max Prize and the Min Payout.

Option Menu



By accessing the options in Test Routines, the following screens may be accessed:

Clear Memory



With this screen you can clear short term meter information and clear any current credit by pressing clear.

Set Date and Time



This screen to set the date and time.

Configure



To configure the sites details on the terminal.

Network



To test if terminal connected to the network correctly.

Update



For updates screen will say insert CD or USB stick and press OK

Hardware



This screen contains the terminals Shell Version and Formware Version

Meters



This screen will display the electronic meter serial number, and will detail the electronic meters on screen. Values displayed are read from the meter in 10p units. Operators may alternatively get the meter readings off the electronic meter located inside the bottom front door, by the bottom front door switch. The electronic meter display values in 10p units. This screen also displays how many Game Credits are left on the Smart Card.

Please take time to become familiar with this process; a well informed Landlord or Manager can pro-actively manage games to maximise income from their unique player base. FAULT FINDING GUIDE

Terminal Error Codes

- 01 - Pay error (68 - £1 hopper, 65 - 10p hopper)
- 02 - IOU error
- 10 - Coin Mech error
- 16 - Note acceptor error
- 19 - Strim error
- 42 - Memory reset
- 51 - Eprom error
- 60 - General meter error
- 71 - Data port error
- 72 - Comms link error (data port)
- 90 - Hardware error

- 91 - RNG Error
- 92 - Content (Load) error
- 93 - Systems (Core) error
- 94 - Game (specific) error
- 95 - Smartcard error
- 96 - MD5 Hash (file verification) error
- 98 - Security (HASP key) error

HARDWARE ERROR 90 for Paylink (A, B)

(A)

- 1 = Paylink Driver Failure
- 2 = Paylink Firmware Update Failure
- 3 = Paylink Interface Failure
- 4 = Paylink Status Check Failure

(B)

For Interface Failures:-

- * 13 - Incompatible Paylink DLL
- * 20 - Can't find Paylink driver
- * 21 - Paylink unit not ready (still initializing)
- * 31 - Paylink unit not working correctly
- * 87 - An invalid parameter was received (should never see this)
- * 170 - Paylink is busy (being used by another application)
- * 1056 - The Paylink service is already running
- * 1167 - The Paylink unit is not connected
- * 1200 - Device invalid
- * 1247 - Already initialized

For Status Failures:-

- * It's the status code that caused the problem, this need feeding back
The systems

There are no secondary codes for Driver/firmware failures

FAULT	REMEDY
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FAULT	REMEDY
Machine Doesn't Power Up.	Turn off power, wait 10 seconds. Turn back on again. Check led's on Paylink is solid green. (Behind note chute). - If none lit - Check 13A fuse & Mains lead - Check inlet filter (Behind test switch) - Check On/Off switch - Check connections to the power supply - Red only lit only - Check power lead to PC - Check watchdog connector to PC - Check PC PSU On/Off switch (if fitted) - If green is flashing - Restart machine - Check USB leads - Any other combination - Change Paylink. Fault still present call [service centre].
No Picture.	- Check connections on monitor and PC tower. - Check PSU at base of cabinet has fan on - Check IEC block (Behind test switch). Fault still present call [service centre].
Poor Picture.	- Check monitor in 'display test' in test routines. - Check connections. Fault still present call [service centre].
No sound.	- Check that the red LED is on opposite if not - Check power supply is on - Check power inlet connections - Check volume settings in setup procedure #4 'Volume' - Check volume control on amp (opposite coin Mech) Fault still present call [service centre].
No Response To All Switches.	- Check 20 Way connector on PC tower - Check USB lead to Paylink and Paylink has solid green light Fault still present call [service centre].

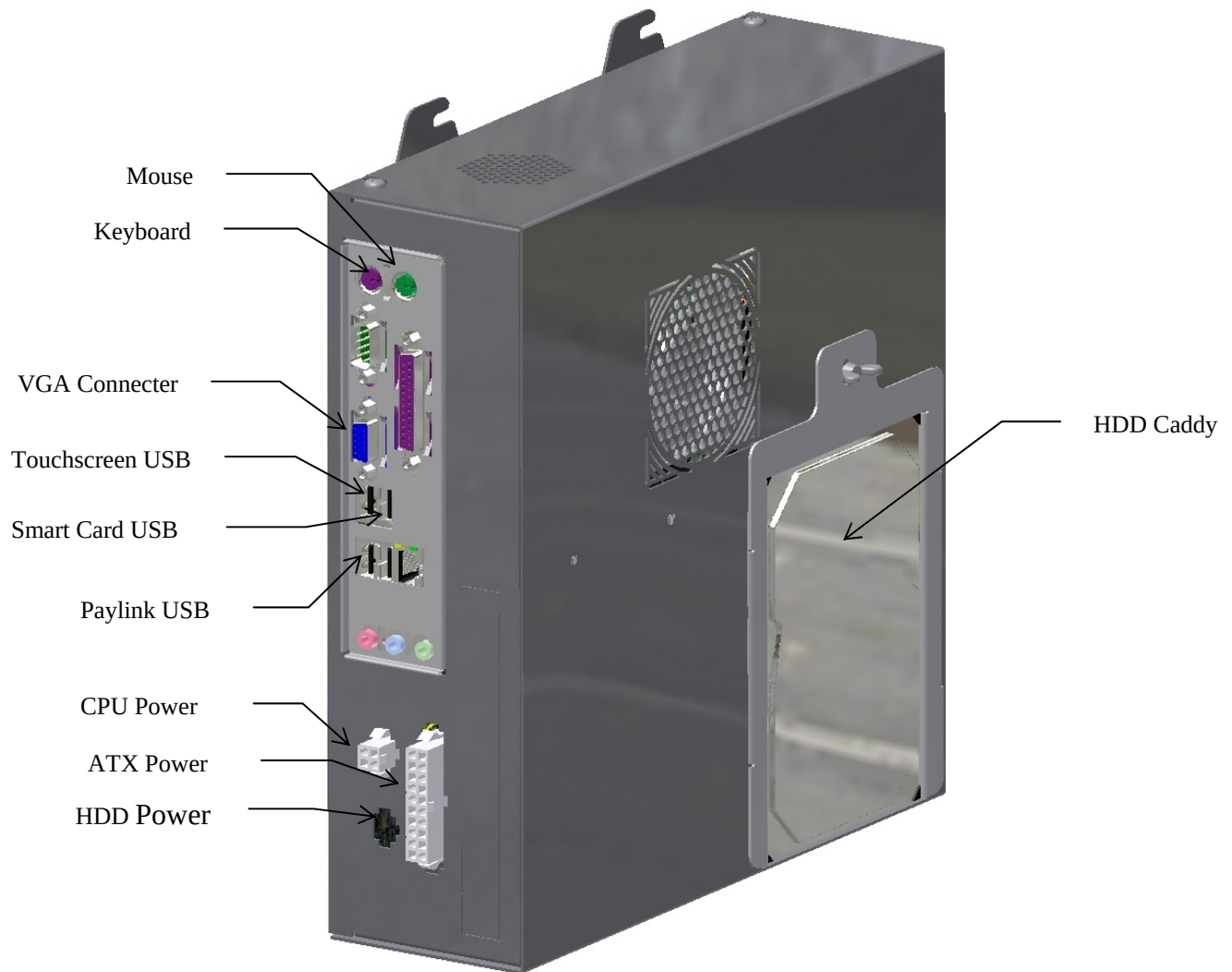
FAULT	REMEDY
No Coin Acceptance.	1. Check for jams 2. Clean if necessary 3. Check connections 4. Ensure green light is solid on Paylink Fault still present call [service centre].
Poor Coin Acceptance.	1. Change coin Mech/clean original. Fault still present call [service centre].
No Note Acceptance.	1. Check target float level. 2. If £125 check hopper float level is greater than £50. 3. Check connections and acceptance in 'money in test' test routine. Fault still present call [service centre].
Not Paying Coins.	1. Check top green led is lit on Paylink. 2. Check connections on hopper. 3. Check hopper is not jammed. 4. Check exit chute for obstructions and clean Change hopper (Mk II <u>NOT</u> MK IL.)
Short Paying.	1. If no error messages check coin chute and clean. 2. If error message check hopper leads. Fault still present call [service centre].
Touch Screen Not Responding.	1. Check connections on PC tower and upper cabinet. 2. Check using a keyboard in Windows Fault still present call [service centre].
Smart Card Not Detected.	1. Remove smart card and reinsert. (Chip uppermost in reader). 2. Unplug reader from USB port and plug in different port. Fault still present call [service centre].
Machine Resets Intermittently.	1. Check connections Fault still present call [service centre].
Other Machine Issues.	Call [service centre].

Note: If a fault is not listed please call [Service Centre]

INDE:II BIOS Settings.

INDE:II requires no changes to the default bios

INDE:II P.C Assembly



Spares

Electronic components

Part Number	Description	Net Purchase Price
	Amplifier	
	Hiper PSU	
	MK2 Compact Hopper	
	Fan	
	Speaker	
	NV10 Note Acceptor	
	Smart Card Reader	
	SR5 Coin Mech	
	19" Elo Touchscreen	
	80gb Hard Drive	
	Paylink	
	PC assembly	

Coin Handling Components

Part Number	Description	Net Purchase Price
	Quick Release Clip	
	Single Coin Entry Bezel	
	Coin Rundown	
	Cashbox front	
	Cashbox rear	

Cosmetic Components

Part Number	Description	Net Purchase Price
	Monitor Acrylic	
	Monitor Vacform	
	Note door vacform	
	Lower door vacform	